

Clerical and Office Branch  
Accounting, Clerical and Cashiering Group  
Tax Series

**TAX COLLECTIONS SUPERVISOR**

08/97 (SAC)

*Summary*

Under general supervision, supervise and coordinate activities related to collection and distribution of taxes for jurisdictions involved in the consolidated tax effort and oversee cash handling related to City cash transactions.

*Typical Duties*

Direct and coordinate tax collection, distribution and cashiering activities. Involves: overseeing the correct posting of payments; investigating and resolving customer complaints by interpreting and explaining departmental policies and tax regulations; computing penalty and interest for non-routine accounts such as those of taxpayers under bankruptcy; effecting transfer of funds to entities' bank accounts by preparing deposit slips or wire transfers; directing issuance of refunds to taxpayers; posting transactions to subsidiary and general ledgers or taxpayer file in the computer; researching and analyzing account histories; adjusting or canceling transactions posted by cashiers; reconciling cashier overages/shortages and bank accounts; compiling periodic financial reports including summaries of revenue collected and disbursed.

Develop and organize day-to-day activities to achieve goals of assigned function within available resources. Involves: planning work operations by considering priorities, emergency situations, cyclic nature of work flow and established deadlines; adjusting work flow to accommodate available staff capabilities; coordinating functional activities with other organizations; evaluating and recommending adjustments in cashiering methods and tax collection procedures in accordance with State and Federal laws.

Supervise assigned clerical personnel. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standard of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing specified duties and responsibilities essential to maintaining continuity of operations and similarly performing any duties of subordinates, if necessary; maintaining awareness of state legislative bills affecting assessing and collecting procedures.

*Minimum Qualifications*

**Training and Experience:** Completion of an Associate's degree in Business Administration, Accounting or a related field and six (6) years progressively responsible accounting clerical and cash and credit handling experience for varied and complex accounts; or an equivalent combination of training and experience.

**Knowledge, Abilities and Skills:** Comprehensive knowledge of: bookkeeping and accounting clerical and cashiering procedures and systems; municipal tax collection and fiscal administration and control methods and procedures; property tax laws, codes and regulations governing county, city, school district, and other special district tax collection procedures. Good knowledge of: office procedures, practices, methods and equipment; account balancing and reconciliation; bank deposit preparation. Some knowledge of: supervisory techniques; municipal fiscal administration and internal control procedures.

Ability to: analyze, research and maintain taxpayer and cash transaction records using automated accounting methods to comply with City and Tax Department policies and statutory requirements; accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages; apply concepts of basic algebra and double entry bookkeeping; process a high volume of work and meet timely deadlines; read and comprehend general business, accounting and tax regulation literature and procedures; establish and maintain effective working relationships with peers, consultants, officials and the public, including dealing courteously with irate people; impartially and firmly exercise delegated supervisory authority and enforce personnel rules; express oneself clearly and concisely, both orally and in writing; research and compile data and prepare reports.

Skill in operation and care of computer terminal, personal computer, and word processing, spreadsheet or specialized accounting software.

Special Requirements: Must be bondable. Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.

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Director of Personnel

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Department Head

OFFICIAL